

How to Reset a Password

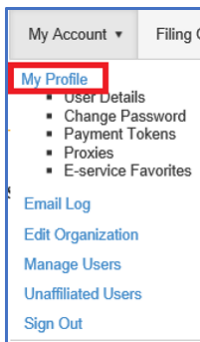
There are two ways to reset a password in eFileAZ

Reset from the account profile:

1. Log into eFileAZ.
2. Click on the [My Account](#) link from the top menu.



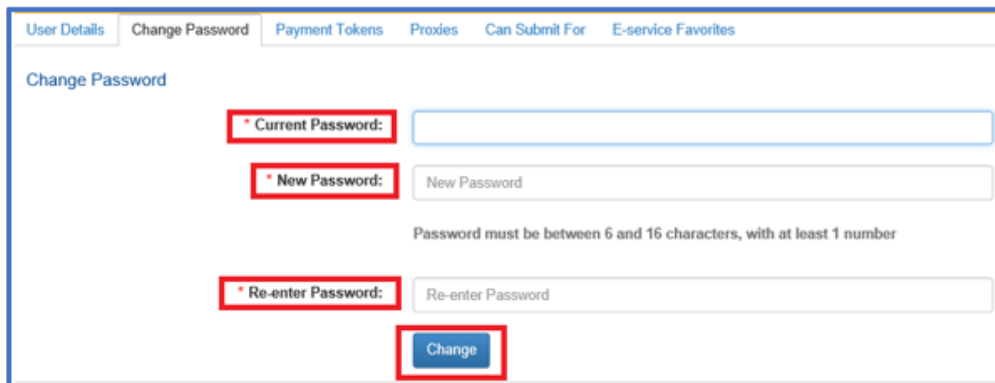
3. Click on the [My Profile](#) link on the My Account menu.



4. Click on the [Change Password](#) link on the My Profile menu.

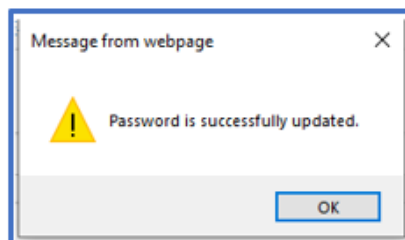


5. Complete all fields on the [Change Password](#) screen. Click the [Change](#) button when complete.



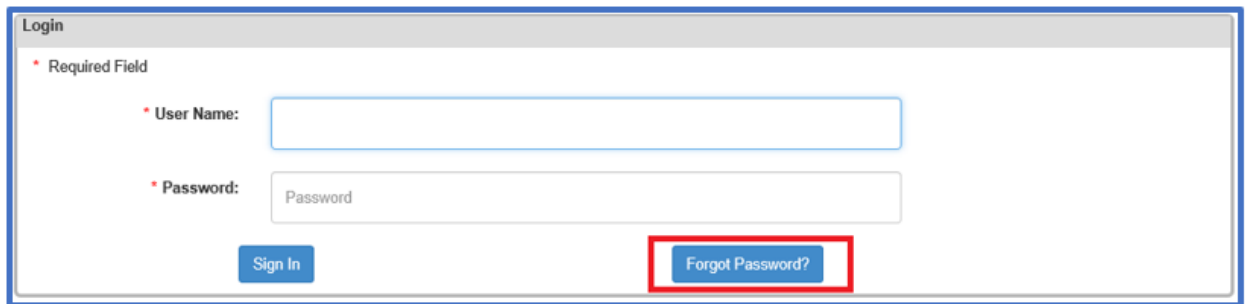
The screenshot shows a web application interface with a top navigation bar containing tabs: "User Details", "Change Password", "Payment Tokens", "Proxies", "Can Submit For", and "E-service Favorites". The "Change Password" tab is selected. Below the tabs, the heading "Change Password" is displayed. The form contains three input fields, each with a red asterisk label: "Current Password:", "New Password:", and "Re-enter Password:". The "New Password:" field has the placeholder text "New Password". Below the "New Password:" field, a password requirement message states: "Password must be between 6 and 16 characters, with at least 1 number". The "Re-enter Password:" field has the placeholder text "Re-enter Password". At the bottom of the form is a blue "Change" button.

6. The password will be saved.



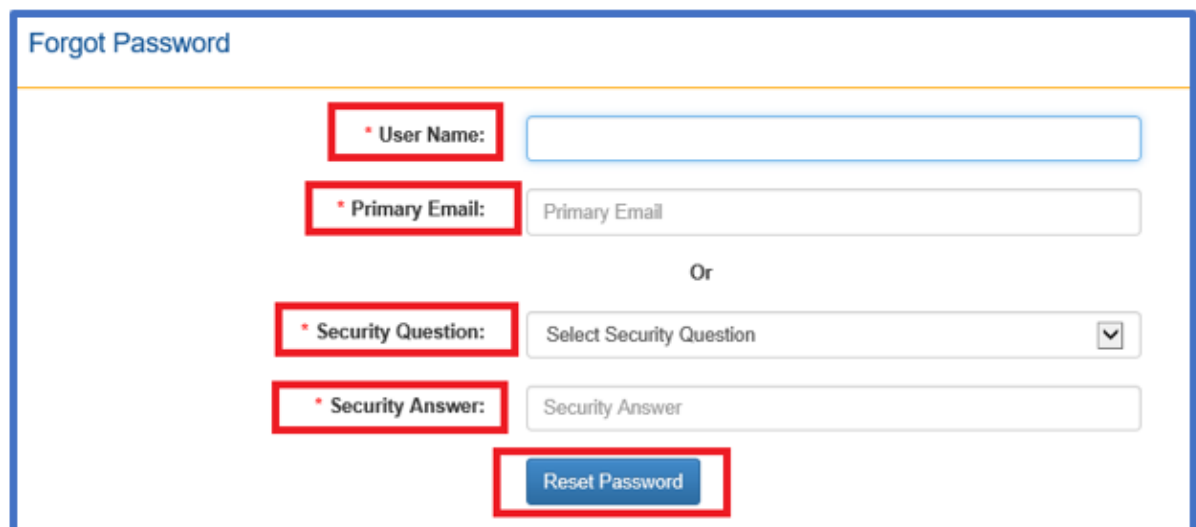
Reset from the login screen

1. Access the efileAZ page and select [Forgot Password?](#)



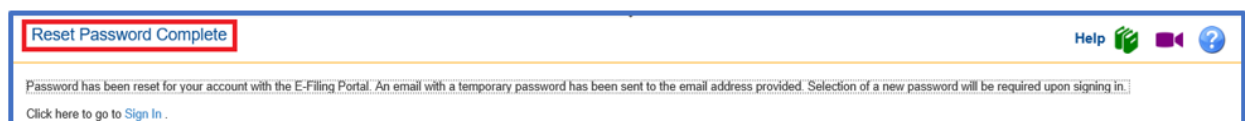
The screenshot shows the 'Login' screen. It has a header 'Login' and a section for 'Required Field'. There are two input fields: 'User Name:' and 'Password:'. Below the 'Password:' field is a 'Sign In' button. To the right of the 'Sign In' button is a 'Forgot Password?' button, which is highlighted with a red rectangle.

2. Complete all fields on the [Forgot Password](#) screen. Click the [Reset Password](#) button when complete.



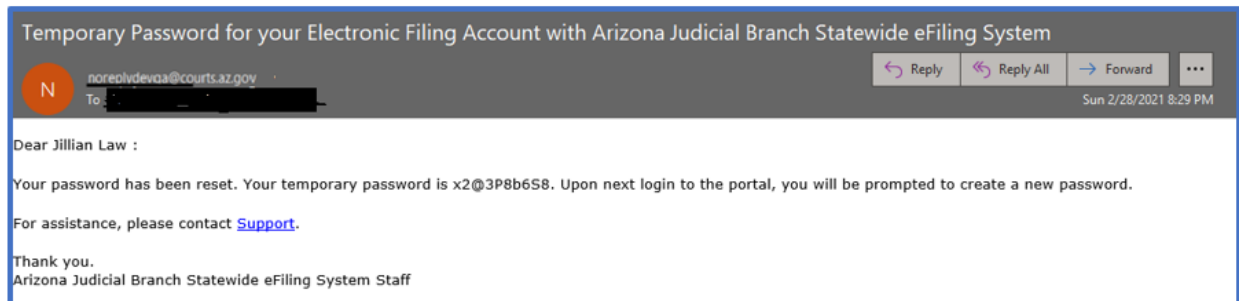
The screenshot shows the 'Forgot Password' screen. It has a header 'Forgot Password'. There are four input fields: 'User Name:', 'Primary Email:', 'Security Question:', and 'Security Answer:'. The 'Security Question:' field is a dropdown menu. Below the 'Security Answer:' field is a 'Reset Password' button, which is highlighted with a red rectangle.

3. User will receive a Reset Password Complete notification.

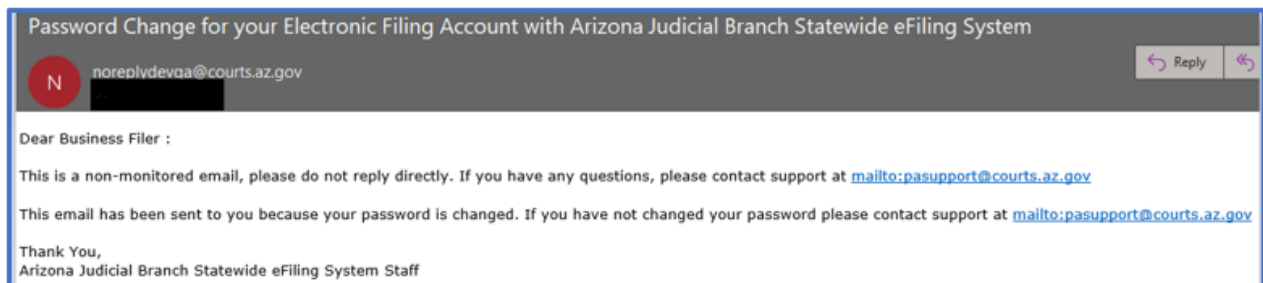


The screenshot shows a notification bar. The first part of the bar is a red rectangle with the text 'Reset Password Complete'. To the right of this are icons for 'Help', a green cube, a purple video camera, and a blue question mark. Below the notification bar is a message: 'Password has been reset for your account with the E-Filing Portal. An email with a temporary password has been sent to the email address provided. Selection of a new password will be required upon signing in.' Below the message is a link: 'Click here to go to Sign In.'

4. An email from noreplydevqa@courts.az.gov will be sent to the user's email address.



5. After clicking OK, an email from noreplydevqa@courts.az.gov will be sent to the user's email address.



6. The user can now log in to eFileAZ with the new password.